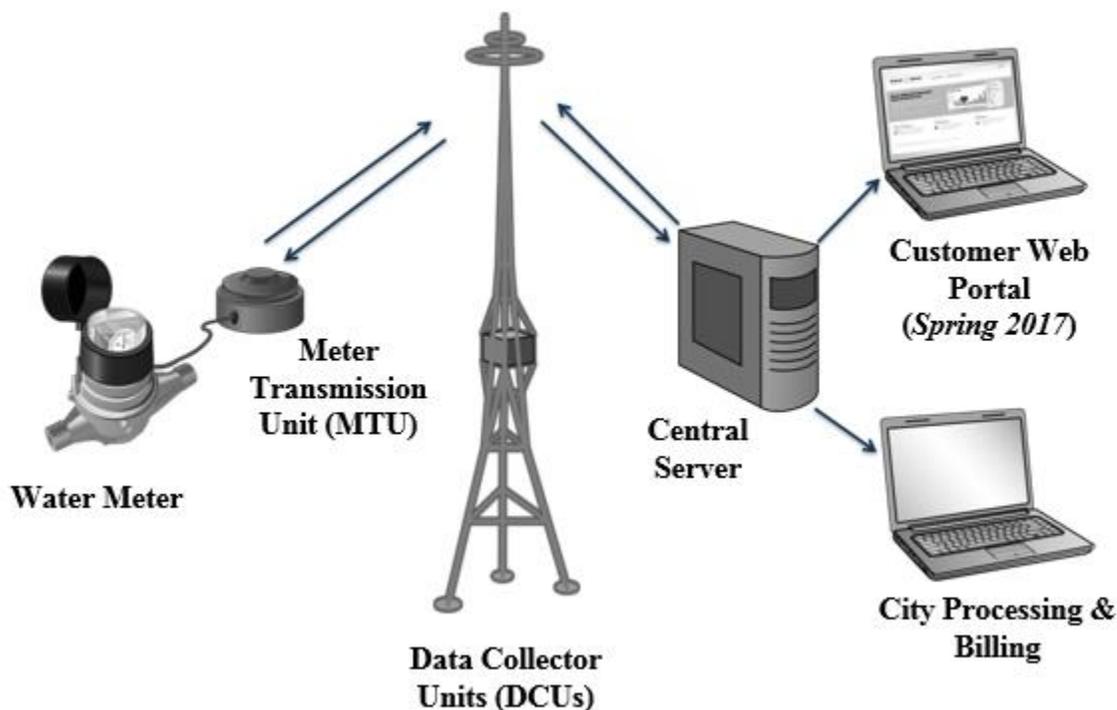


Advanced Metering Infrastructure Security and Safety Questions

How are the readings transmitted through the system? Is it secure?

The meter readings are encrypted and sent to “data collector units” (DCUs) using a private radio frequency channel. The DCUs use a cellular data network to send the readings to a central server. The reads are then pulled from the central server for billing, and will eventually be pulled into a customer web portal (expected to launch in Spring 2017), where interested customers can access water usage data from their computers or smart phones. The system only transmits water meter reads, the meter identification number, and diagnostic information to verify the meter is operating correctly. These meters do not transmit any personal customer account information.



Should I be concerned about radio frequency exposure?

Meters are required to meet Federal Communications Commission (FCC) Radio Frequency limits. The signals used to transmit data from meters are much weaker than those from many everyday devices, such as cell phones, wireless internet routers, and baby monitors. In addition to being very low power, the meters transmit radio signals only once every 4 hours, with each transmission lasting less than a second. The meters are also typically located near the street frontage of the property, in a concrete meter box. This combination of factors ensures the signals used are well below government limits with respect to human exposure to radio frequency energy. We understand that some customers may have concerns regarding radio frequency transmissions. Please visit the [FCC's website](#) for additional information and resources.